Happy New Year

A message from Neeraj Chauhan, Chief Deputy Director

Happy New Year and welcome to 2018. In a few weeks, the world's most elite athletes will convene in the Republic of Korea for the Winter Olympics. They will draw on rigorous training and preparation to compete in their chosen events. Their arrival at this level of competition is a victory in itself.

The same can be said for our 2018 Release end users. The Special Project Report 7 (SPR 7) that is under review now will describe the Olympic-level undertaking to add more than 60 departments and integrate State Controller's Office and State Treasurer's Office functionality.

Although this is the largest onboarding to date, FI$Cal is ready, and so are many of the departments entering this July. FI$Cal conducted an assessment in 2017, and is using an engagement management approach for onboarding. Those that are doing well require lower engagement, and those departments that are struggling receive additional support.

Twenty-six of the 62 departments are completing tasks on time and need no extra assistance. This frees up our FI$Cal staff to help the departments with more complicated onboarding issues in the form of additional support from FI$Cal's Business Operation and Solutions Division.

If your department is part of the large "team" of 2018, I'd like to encourage you to make a New Year's Resolution to complete all of your University of FI$Cal

New Customer Retention team

FI$Cal is pleased to announce our new Customer Retention Team. The team, within the Communications Division, will continue the customer service efforts of our Onboarding Section by offering assistance and support to our live departments.

The Customer Retention Team is comprised of Retention Coordinators with experience in both finance and technology. As FI$Cal's central point of contact for live departments, Retention Coordinators will:

Retention Team, left to right: Brannon Diones, Lucinda Winward and Steven Chan.

In this issue...

New Employee Profile – Joel Riphagen, Senior Advisor *— Page 2*

End User Spotlight *— Page 3*

Overview of the FI$Cal Service Center Level 2 Support *— Page 5*

New Employee Profile – Joel Riphagen, Sr. Advisor

Joel Riphagen, FI$Cal's new Senior Advisor to the Director, is excited to be joining the FI$Cal team to work on FI$Cal's transparency website. The transparency website, which will help the citizens of California better understand how their money is spent, is part of the final phase of the FI$Cal project.

"My job will be to help make the vast amount of information FI$Cal collects useful to the people of California and to the departments that entrust their data to us," Riphagen said.

Riphagen has a Master's Degree in Public Policy from the University of Chicago and comes to FI$Cal with over 14 years of work in the public sector. His experience includes auditing state department expenditures, analyzing departments' annual budgets, and underwriting complex affordable housing financing deals. Most recently, he has been an independent policy and data consultant for government and nonprofit clients.

While running his own business, Riphagen served as a Captain at Code for Sacramento, part of the national nonprofit Code for America, which uses open data to create apps that improve citizens' access to government information and services. "Volunteering for Code for Sacramento I've gained an appreciation for how useful government data can be to improve people's lives, as well as how difficult it can be for the average citizen to find and use the information they need," Riphagen said.

In addition to working on the transparency website, Riphagen will be working with legislators and state departments to help them extract the information they need from the data that FI$Cal collects by developing dashboards and reports to meet their needs. He will also be serving as legislative coordinator tracking legislation of interest to FI$Cal.

Riphagen said, "Working with Code for Sacramento gave me the opportunity to begin using modern data analysis tools and processes to get projects done quickly and effectively. I've been working to make government data as useful and accessible as possible, and I think my work at FI$Cal will be a natural extension of that."

FI$Cal Frequently Asked Questions

What does Retiring Assets mean?

Answer: Asset retirement is the removal of an asset or part of an asset from the asset portfolio. Retirement occurs when a depreciable asset is taken out of service and no salvage value is received for the asset. The cost history of the asset can be viewed on the Cost History page.

How do Purchase Order Buyers attach supporting and/or required documents, such as Scope of Work, to the Purchase Order?

Answer: To attach supporting and/or required documents to a Purchase Order, select the "Add Comments and Attachments" link on the Maintain Purchase Order page.

Updated FI$Cal Job Aids

Module	Job Aid Title	Job Aid Description	Date Published
Accounts Payable	AP Reports within the FI$Cal System 2.0	AP Report ID Matrix	12/27/2017
General Ledger, GL Conversions, and Year End Close	2017 GL Conversion Job Aid 1.0	Provides all department users with an explanation of 2017 GL conversion and common accounting entries.	12/21/2017
Identity Self Service	Request OBIE Role 1.0	Provides instructions on how to assign OBIE Role to users in Identity Self-Service they have authority over.	12/07/2017
Procurement	Create a Purchase Order for Emergency (Incident) Purchases 2.0	Provide additional instructions to the Department PO Buyer and the PO Buyer when entering Emergency Purchase Orders in FI$Cal.	12/28/2017
Procurement	Requisition Frequently Asked Questions 1.0	This document details the frequently asked questions and answers for Requisition in FI$Cal.	12/20/2017
N/A	Operational Insight Dashboard Job Aid 1.0	The Operation Insight Dashboard is a multilevel dashboard which provides summary and detail view of all Ledgers at different levels with drill down capabilities to enable tracking of transaction processing across Modules/Business Processes. This Operational Insight Dashboard will allow department users to get an insight on how well the BU is performing based on selected Business Unit, Fiscal Year, and Accounting Period.	12/22/2017

You may view all new and updated Job Aids here.

Happy New Year

training. Training is essential to successful validation sessions that run through January, and begin again in the spring.

If you are an end user already in the system, resolve to add a Bronze or Silver certification to your learning path. The University of FI$Cal certification program will help you expand your expertise in the system. Completing Bronze and Silver now means you'll be ready for our spring launch of the Gold certification level.

I look forward to 2018, and onboarding all of our new department users. We will post SPR 7 to the FI$Cal website when it is approved by the California Department of Technology.

End User Spotlight

Each month we ask an end user a question to get to know our department users better.

Cindy Saucier is Business Service Officer with the Department of Health Care Services (DHCS). She has been working at DHCS for 16 months and will be using FI$Cal for creating requisitions and purchase orders, entering bid events and contracts, and performing other purchasing activities.

Q: What technology innovation has made the most impact on your life at home and at work?

A: Secure high-speed wireless internet access has made an impact on me both at home and at work. By utilizing this technology, I can telecommute and I can also take online classes that enhance my career. The State is enhancing its technology daily, making it more secure and consolidated. When we go live in July 2018, we will be able to have a better reporting system and more transparency on procurement activities. We plan to track purchasing cycles and trends to make our acquisitions more beneficial to DHCS.

Come Prepared for Validation

Coming prepared and knowing what to expect will help 2018 Release end users have a successful experience with validation sessions.

It is very important to complete required University of FI$Cal training before the validation session. It is not possible to properly validate configurations if the department end user doesn't know how to navigate through the system. When untrained end users attempt to run through validations, it takes longer, and they are unable to validate as thoroughly as they could if they were prepared.

To successfully and efficiently complete validation tasks, please make sure your department representatives have completed all training and have a basic understanding of how to navigate. When well prepared end users come for validation, they can expect to try out some of the requested roles and view some of the requested configurations to answer questions such as:

- What functionality can an approver access?
- Do we need more or fewer of certain roles?
- Are the ship-to addresses correct in the system?
- Is the logo appearing the way I would like it to on the PO?

After the validation sessions, end users will sign off that what they've seen so far is configured as needed, or they will request adjustments.

2018 Release end users have been visiting FI$Cal since November to review configurations in the system. Due to restrictions on time for loading configuration and scheduling validation sessions, the most common values are configured first. In January, end users will complete the General Ledger, Labor Distribution, Asset and Cash Management, and Allocation modules. Beginning in the spring, departments will come in to validate their converted data.

USLs Are Helping Customers

FI$Cal's User Support Labs (USL) provided by the On-Site Support Office (OSSO) allow end users to bring their work to FI$Cal and troubleshoot specific issues. A recent participant had this to say:

> "I wanted to give a shout-out to May Lee from FI$Cal. She provided our Accounts Payable team a true resolution to some of the issues on hand in one day of guidance!"

Marlene Schick
Senior Accounting Officer Supervisor
California Conservation Corps

UPCOMING FORUM:

Monthly FI$Cal User Community Forum

Tuesday, Jan. 23, 2018

**Department of Consumer Affairs
2005 Evergreen Street
Sacramento, CA 95815
Emerald Room**
(across the street from the FI$Cal building)

For more information, please visit the FI$Cal website.

Career Opportunities

Business Operation and Solutions Division

- **Associate Information Systems Analyst**
  On-Site Support Office
  Final filing date: Jan. 3, 2018

- **Staff Services Analyst (General)**
  Business Operation and Solutions
  Final filing date: Jan. 3, 2018

- **Accounting Administrator I (Specialist)**
  On-Site Support Office
  Final filing date: Jan. 11, 2018

Information Technology Division

- **Senior Programmer Analyst (Multiple Positions/ Re-Advertisement)**
  Financial Application Services
  Final filing date: Jan. 4, 2018

- **Senior Programmer Analyst**
  Business Intelligence Services
  Final filing date: Jan. 4, 2018

- **Systems Software Specialist II (Technical)**
  Infrastructure Services
  Final filing date: Jan. 9, 2018

- **Systems Software Specialist III (Supervisory)**
  Software Platform Services
  Final filing date: Jan. 11, 2018

- **Systems Software Specialist III (Technical/Multiple Positions)**
  Software Platform Services
  Final filing date: Jan. 11, 2018

- **Senior Programmer Analyst (Specialist/Multiple Positions)**
  Financial Application Services
  Final filing date: Jan. 11, 2018

For the most current list of career opportunities, visit the CalCareers website.

New Year's Resolution — Complete Your University of FI$Cal Training in 2018

Resolve to complete your University of FI$Cal (UF) training in 2018. UF, FI$Cal's learning management system, offers onboarding training for 2018 Release departments as well as a progressive certification program in eight modules of functionality.

We look forward to your participation. If you have questions, please send an email to fiscal.cmo@fiscal.ca.gov with the subject line of "UF."

UNIVERSITY OF FI$Cal

Overview of the FI$Cal Service Center Level 2 Support

The FI$Cal Service Center (FSC) is dedicated to delivering excellent customer service to our end users. Our Level 1 analysts are the first level of support, assisting with incidents such as password resets and clearing cache. On more complex incidents and requests, Level 2 (L2) support analysts from the FSC's Business Systems Delivery Services Section provide detailed functional analysis of customer requirements and perform in-depth research of the FI$Cal system to determine what is required to service customer requests.

Following their analysis, L2 staff report back to customers on whether the system is functioning as designed, or if a change is required. They keep open communication with customers as they work with internal FI$Cal teams toward a solution. They also assist FI$Cal system users with completing essential business functions such as releasing vouchers that are stalled and with processes related to month end close.

Our FSC team is here to help. If you have any questions, please contact the FSC at 855-347-2250 or FiscalServiceCenter@fiscal.ca.gov.

New Customer Retention Team

- Guide departments through FI$Cal processes.
- Connect departments with FI$Cal's partner agencies.
- Coordinate customized training for department teams.
- Consolidate multiple ticket requests for faster resolution.
- Navigate FI$Cal's available resources for departments.

Moving forward, live departments can count on their Retention Coordinator to reach out regularly to offer assistance, or simply to touch base on new system developments and changes at FI$Cal.

If you have any questions regarding the Customer Retention Team or who your department's Retention Coordinator is, please email the CMO mailbox.

Coordinate · **Connect** · **Consolidate** · **Guide** · **Retention Team** · **Navigate**
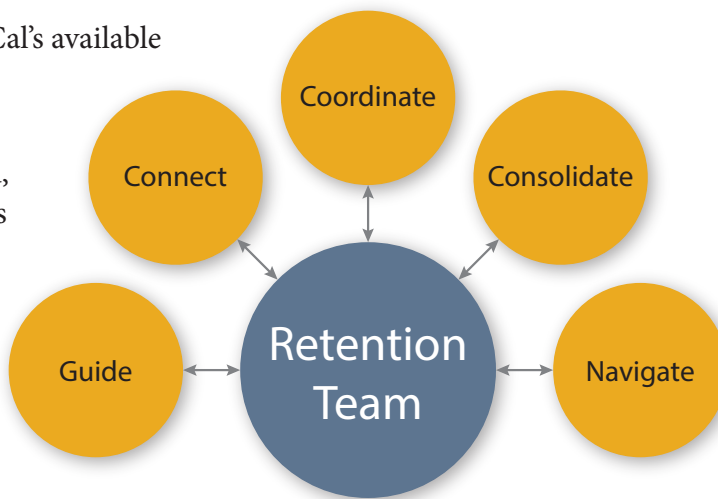
Coming Soon: Learning Labs for 2018 Release Departments

Learning Labs, formerly known as Model Office, will start early this year for 2018 Release departments. The Learning Labs will provide participants with the opportunity to practice in an environment that will expand their FI$Cal knowledge and skills base.

The Change Management Office (CMO) will send information to 2018 Release departments on how to request participation in the Learning Labs as soon as it becomes available.

If you have questions regarding the Learning Labs, you can contact the Training Unit through the CMO mailbox.

JANUARY 2018 EVENTS CALENDAR

JANUARY 11
- **R18 CDTFA Month End Close/Year End Close Discussion** — 1 p.m. - 4 p.m.

JANUARY 12
- **R18 EDD/CWDB/LABOR Requisition to Check Demonstration** — 9 a.m. - 12 p.m.

JANUARY 16
- **R18 Dept. Configuration and Role Validation – Asset Management** - CDTFA/BOE, CALHR/CACOMP/SPB, CDPH, CHP/BOPC, DDS, DHCS, DSS/CHHS/SCDD, EDD/LABOR/CWDB, CALOES, SWRCB — 9 a.m. - 4 p.m.
- **R18 Dept. Configuration and Role Validation – General Ledger** - ARB/CALEPA, CALFIRE/CNRA, COVCA, CPUC, DBO, DOI, FTB, HCD, JUD/CJP, OPR, SLC/DPC/NAHC, SOS, TRANS — 9 a.m. - 4 p.m.
- **R18 Confidential Solution Overview** — 10 a.m. - 12 p.m.

JANUARY 17
- **R18 Dept. Configuration and Role Validation – Cash Management** – CALVET & CDE — 9 a.m. - 12 p.m.
- **R18 Dept. Configuration and Role Validation – Asset Management** - CDTFA/BOE, CALHR/CACOMP/SPB, CDPH, CHP/BOPC, DDS, DHCS, DSS/CHHS/SCDD, EDD/LABOR/CWDB, CALOES, SWRCB — 9 a.m. - 4 p.m.
- **R18 Dept. Configuration and Role Validation – General Ledger** - ARB/CALEPA, CALFIRE/CNRA, COVCA, CPUC, DBO, DOI, FTB, HCD, JUD/CJP, OPR, SLC/DPC/NAHC, SOS, TRANS — 9 a.m. - 4 p.m.
- **R18 Dept. Configuration and Role Validation – Cash Management** – DIR & DSH — 1 p.m. - 4 p.m.

JANUARY 18
- **R18 Dept. Configuration and Role Validation – Cash Management** - CDTFA/BOE, CALHR/CACOMP/SPB, CDPH, CHP/BOPC, DDS — 9 a.m. - 12 p.m.
- **R18 Dept. Configuration and Role Validation – Asset Management** - CALVET, CDE, DIR, DSH — 9 a.m. - 4 p.m.
- **R18 Dept. Configuration and Role Validation –Labor Distribution** - ARB/CALEPA, CALFIRE/CNRA, COVCA, CPUC, DBO, DOI, FTB, HCD, JUD/CJP, OPR, SLC/DPC/NAHC, SOS, TRANS — 9 a.m. - 4 p.m.
- **R18 Dept. Configuration and Role Validation – Cash Management** - DHCS, DSS/CHHS/SCDD, EDD/LABOR/CWDB, CALOES, SWRCB — 1 p.m. - 4 p.m.

JANUARY 19
- **R18 Dept. Configuration and Role Validation – Asset Management** - CALVET, CDE, DIR, DSH — 9 a.m. - 4 p.m.
- **R18 Dept. Configuration and Role Validation –Labor Distribution** - ARB/CALEPA, CALFIRE/CNRA, COVCA, CPUC, DBO, DOI, FTB, HCD, JUD/CJP, OPR, SLC/DPC/NAHC, SOS, TRANS — 9 a.m. - 4 p.m.

JANUARY 23
- **Monthly FI$Cal User Community Forum** — 1:30 p.m. - 3 p.m.

Listings as of 12/29/17. For current information, and the full schedule of Touchpoint Meetings, please visit the Events Calendar on the FI$Cal Resources Page.